

PALOMA POLICY FOR TRADES AND WELLNESS PERKS

We're excited to share updates to our **monthly service trade policies** and **expanded wellness perks** to enhance your experience at PALOMA. To ensure fairness and accessibility, we've refined our trade service guidelines for each department.

◆ 1 ◆

Massage Therapists & Experience Coordinators

Massage Therapists (working 10+ service hours per week)
& Experience Coordinators (part-time or full-time)

Eligible to book **one service per month**, subject to availability and business needs. The following services are included:

60-minute Signature or Specialty Massage	60-minute Signature or Specialty Facial	Hydracial Trade
no cost	\$35 to cover product costs. (not discount eligible)	\$100 to cover product costs. (not discount eligible)
Upgrade to a 90-minute session by booking "Monthly Massage Trade Upgrade to 90 Minutes" for \$40 (30% Associate discount will be applied).		

Massage Therapists (working fewer than 10 service hours per week)

Eligible to book **one service per quarter**, with the following options:

60-minute Signature or Specialty Massage	60-minute Signature or Specialty Facial	Hydracial Trade
no cost	\$35 to cover product costs. (not discount eligible)	\$100 to cover product costs. (not discount eligible)
Upgrade to a 90-minute session by booking "Monthly Massage Trade Upgrade to 90 Minutes" for \$40 (30% Associate discount will be applied).		

◆ 2 ◆

Esthetician Service Trades

Eligible to book **one service per month**, subject to availability and business needs. The following services are included:

60-minute Signature or Specialty Massage	60-minute Signature or Specialty Facial	Hydrafacial Trade
no cost	no cost	\$100 to cover product costs. (not discount eligible)
Upgrade to a 90-minute session by booking "Monthly Massage Trade Upgrade to 90 Minutes" for \$40 (30% Associate discount will be applied).		

◆ 3 ◆

Full-Time Experience Guides & Dual-Trained Experience Guides/Coordinators

Full-time Experience Guides and full-time dual-trained Experience Guides/Coordinators receive a **\$250 monthly stipend**, which can be applied to:

- ◆ **Spa services, workshops, 1:1 dome experiences, and private dome experiences** (after the Associate discount).
- ◆ **Select retail categories**, including **body care, skincare, and edibles**.

STIPEND GUIDELINES:

- ◇ Full-time Associates who receive a stipend **do not also receive a free monthly service**.
- ◇ The \$250 stipend **cannot be used for packages or gift cards**.

◆ 4 ◆

Trade Rules/Etiquette

- ◆ Trades can only be booked on weekdays (Monday-Thursday). Trades cannot be booked on weekends. This applies to stipend services as well.
- ◆ The calendarization of a trade is that you earn the trade, and then you redeem the following month.
- ◆ Associate trades are subject to the same Cancellation and No-Show Policy. If cancelled within 24 hours or if an Associate no-shows, the trade is forfeited.
- ◆ We may ask an Associate to move or reschedule a trade due to Therapist Calls-Offs, although we will do our best to not resort to this.
- ◆ Gratuity of 20% of the original service price for your Service Provider is strongly encouraged.

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Wellness Perks for All Associates

<p>FREE Monthly Sauna Session</p>	<p>Associates receive one complimentary sauna session per month and may invite one guest at no cost. (book under "Employee Sauna Trade +1 Guest")</p>
<p>FREE Soundbaths</p>	<p>Associates have complimentary access to Standard Soundbaths and Sauna Soundbaths. (book under "Employee Drop In Soundbath Discount")</p>
<p>30% OFF Specialty Workshops, Ceremonies, & Reiki Soundbaths</p>	<p>Can be booked with a 30% Associate discount.</p>
<p>30% OFF Retail & Services</p>	
<p>Eligible dependents of Associates may receive the same Associate discount benefits as the primary Associate. Dependents include children up to 18 years of age.</p>	

GLOSSARY: BOOKING VERBIAGE

- Employee Sauna Trade \$0.00
- Employee Sauna Trade +1 0.00
- Esthetician Monthly Facial Trade \$0.00
- Monthly Facial Trade \$35
- Monthly Hydrafacial Trade \$100
- Monthly Massage Trade \$0.00
- Monthly Massage Trade Upgrade to 90 minutes (\$43.00)
- Employee Drop in Soundbath Discount